

Invitation to Quote



Invitation to Quote (ITQ) on behalf of Science and Technology Facilities Council



UK Shared Business Services Ltd (UK SBS)
www.uksbs.co.uk

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office North Star House, North Star Avenue, Swindon, Wiltshire SN2 1FF
VAT registration GB618 3673 25
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**Subject UK SBS EU SST 3SST2016-17 Calibration Techniques and
Processing for EU Sensor Network Study**

Sourcing reference number CR19052



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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping our customers improve efficiency, generate savings and modernise.

It is our vision to become the leading provider for our customers of shared business services in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our customers. This allows our customers the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UK SBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by its customers, UK SBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UK Shared Business Services Ltd changed its name from RCUK Shared Services Centre Ltd in March 2013.

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, Energy and Industrial Strategy (BEIS) transition their procurement to UK SBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UK SBS to deliver two major procurement categories (construction and research) across Government.

UK SBS currently manages £700m expenditure for Contracting Authorities.

Our Contracting Authorities who have access to our services and Contracts are detailed [here](#).

[Privacy Statement](#)

At UK Shared Business Services (UK SBS) we recognise and understand that your privacy is extremely important and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UK SBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.
- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

<https://www.ukpbs.co.uk/use/pages/privacy.aspx>

For details on how the Contracting Authority protect and process your personal data please follow the link below:

<https://www.ukri.org/privacy-notice/>

Section 2 – About the Contracting Authority

UK Research and Innovation

Operating across the whole of the UK and with a combined budget of more than £6 billion, UK Research and Innovation represents the largest reform of the research and innovation funding landscape in the last 50 years.

As an independent non-departmental public body UK Research and Innovation brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC) plus Innovate UK and a new organisation, Research England.

UK Research and Innovation ensures the UK maintains its world-leading position in research and innovation. This is done by creating the best environment for research and innovation to flourish.

For more information, please visit: www.ukri.org

Science and Technology Facilities Council (STFC)

STFC is a world-leading multi-disciplinary science organisation. Their research seeks to understand the Universe from the largest astronomical scales to the tiniest constituents of matter, yet creates impact on a very tangible, human scale.

<https://stfc.ukri.org/>

Section 3 - Working with the Contracting Authority

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Contracting Authority Name and address	<p>UK Research and Innovation Science and Technology Facilities Council</p> <p>Head Office: Polaris House North Star Avenue</p> <p>Site Address: Rutherford Appleton Laboratory Harwell Campus Didcot OX11 0QX</p>
3.2	Buyer name	Alexandra Richards
3.3	Buyer contact details	Research@uksbs.co.uk
3.4	Maximum value of the Opportunity	<p>The total value of this requirement is up to £48,360.00 excluding VAT</p> <p>Please ensure your total price to deliver the entire requirement for the full duration of the contract shall not exceed £48,360.00 GBP excluding VAT.</p>
3.5	Process for the submission of clarifications and Bids	<p>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here.</p> <p>Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.</p>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	<p>Tuesday 23rd July 2019 Location - Contracts Finder</p>
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	<p>Monday 29th July 2019 11.00hrs GMT</p>
3.8	Latest date/time ITQ clarification answers should be sent to all	<p>Tuesday 30th July 2019</p>

	potential Bidders by the Buyer through Emptoris	
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Tuesday 6 th August 2019 11:00hrs GMT
3.10	Clarification of Bids (If Required)	Tuesday 6 th August 2019
3.11	Anticipated rejection of unsuccessful Bids date	Thursday 8 th August 2019
3.12	Anticipated Award date	Thursday 8 th August 2019
3.13	Anticipated Contract Start date	Friday 9 th August 2019
3.14	Anticipated Contract End date	Tuesday 29 th October 2019
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

Science and Technologies Facilities Council (STFC), Rutherford Appleton Laboratory (RAL), RAL Space

The Science and Technology Facilities Council (STFC) is one of the nine bodies of UK Research and Innovation. UKRI brings together the seven Research Councils, Innovate UK and a new organisation, Research England. It aims to maximise the contribution of each component part, working individually and collectively and works with many partners to benefit everyone through knowledge, talent and ideas.

Rutherford Appleton Laboratory is located on the [Harwell Campus](#) in Oxfordshire, and is funded and managed by the Science and Technology Facilities Council (STFC).

[RAL Space](#) carries out world-class science research and technology development with involvement in more than 210 spacecraft. Working throughout the lifecycle of space missions, RAL Space lead concept studies for future missions, design and build instruments, provide space test and ground-based facilities, operate ground-stations and process and analyse data.

RAL Space has over 50 years of experience and expertise in space programmes. Our experts work throughout the lifecycle of space missions. From leading concept studies for future missions; developing bespoke, innovative scientific instrumentation; providing space test and ground-based facilities; operating ground-stations to processing and analysing data.

We work with UK and overseas agencies, universities and industrial companies on space and ground based space projects. Our unique position between industry and academia enables us to strengthen the UK space community. We do this through:

- [scientific research](#);
- [technology development](#);
- [providing cutting edge facilities](#);
- strategic advice to external partners.

We employ more than 260 highly skilled staff in the heart of the Harwell Space Cluster and at the [Chilbolton Observatory](#).

Background to the Requirement

Background

The EU SST Support Framework (<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32014D0541>) is implemented by the EU SST Consortium in order to develop a European SST capability which consists of three functions: sensor function, processing function and service function. In order to establish, operate, and evolve the three functions, there are two incremental projects funded by the Galileo, Copernicus and H2020 programmes. These are 1SST2016-17 (C&G) and 2-3SST2016-17 (H2020).

The 2-3SST2016-17 project consists of two parts: Part I and Part II. Part I (WPs 1-6) covers 2SST2016-17 activities and Part II (WPs 7-9) covers 3SST2016-17 activities. Within STFC, the project 2-3SST2016-17 is split into 2SST2016-17 and 3SST2016-17 projects and it has been agreed with UKSA to have two separate contracts to cover those. This ITQ relates to the 3SST2016-17 contract.

The 3SST2016-17 is a strategically important project for STFC RAL Space and UK (via UK Space Agency and UK Ministry of Defence) with key milestones which must be met if UK is to achieve its objectives and deliver its commitments in this international programme. The UK Government (with the UK Space Agency [UKSA] leading) is coordinating UK's activities. STFC has a subcontract with UKSA to provide, along with other UKSA subcontractors, support to Work Packages 1, 8 and 9 within 3SST2016-17.

3SST201617 EU SST objectives and aims

The objective of the Part II of 2-3SST2016-17 is to continue to support the SST evolution needs in line with the objectives and challenges of Horizon 2020 related to protecting Europe's investment made in space infrastructure. This will be performed by the improvement of the EUSST functions and capabilities, in accordance with the Action Plan outlined in the EUSST Framework Partnership Agreement, as well as to continue the trade-off of future EUSST architecture and the upgrade or renewal of identified sensors (radars, telescopes and laser stations) controlled by the EUSST Consortium Member States.

Five EU Member States have formed a Consortium in order to bid for, and carry out, the tasks required to fulfil the EU SST Framework. These member States are the UK, Germany, France, Italy and Spain with the EU Satellite Centre (SatCen) providing additional capabilities.

The UK participation in the EU SST Framework is led by UKSA which is the UK Beneficiary to the Grant Agreement. The other UK participants are the MoD (as a Linked Third Party); together with STFC, Dstl and other entities who are all Third Party Subcontractors within the Grant Agreements and who are also subcontractors to UKSA.

STFC co-ordinates a number of R&D activities (these are explicitly identified in the 2-3SST2016-17 GA and 3SST2015 Deliverable D5.2) to ensure that these are carried out as specified with respect to task scope, timeline and budget. Some of these R&D activities will be facilitated by external subcontractors (competitive tenders). This tender is concerned with support to an R&D study which will be carried out in WP8 "Calibration Techniques and Process for an EU Sensor Network Study".

Calibration Techniques and Process for an EU Sensor Network Study

Short Description	Study into improved calibration techniques and processing for an EU sensor network
Technical Description	Study to determine the optimum ways for sensor calibration/automation /accuracy/multi-sensor within the EU consortium.
Expected Outcomes & Benefits	Improved understanding of calibration issues across a range of systems (sensors to outputs) and how to improve the calibration process (including automation).
External Dependencies	None
Key Milestones	Final Report
Duration	3 months
Assumptions	Single MS calibration has limited use, far better to define and examine this across multiple MS.
Additional Notes	Harmonise the calibration approach. Usefulness to know what calibration techniques are being used elsewhere. Many operators report the need to consistently calibrate sensors, otherwise data sharing and product integration is difficult. Motivation is for data sharing.

Aims and Objectives

The aim of this tender is to contribute to the 2-3SST2016-17 EU SST Programme by examining SST calibration techniques and proposing an integrated future approach. This research activity is part of the WP8 in 2-3SST2016-17 Part II.

The specific aims of the study are:

- a) Estimate the scale and type of calibration related errors in existing systems and quantify effect on product accuracy (with particular focus on future space object location to inform Conjunction Assessments);
- b) Understand current calibration techniques, benefits, issues, validity and accuracy;
- c) Trade-off candidate calibration improvements (including collaborative methods);
- d) Assess likely performance improvements due to selected techniques;
- e) Define a roadmap to build consensus across the EU SST teams to adopt a common approach.

It is understood that the task definition is wide; this is deliberate so as not to constrain the proposals unduly. **However, some ideas are presented below to help guide the study. These are illustrative and their further expansion, editing and interpretation are encouraged by the bidder.**

Any SST system has a chain of processes and sub-systems (collectively referred to as “sub-systems” be they hardware or software) that link the space object under consideration to an output product, passing through: sensor, immediate sensor processing, data storage, output product processing. Any of these stages may also involve external data sources.

All such sub-systems will have errors associated with them: fixed, random, linear, systematic etc. In most cases, the sub-system will have been designed or installed with some method to minimise these errors, either at installation or in-service. Errors will generally be unpredictable and can be large contributors (atmospheric turbulence, especially at lower elevations for optical and ionospheric inference for radar systems). Sub-systems may also have calibration data for local corrections based on previous surveys (eg. elevation sensor output to true angle).

There are apocryphal stories that operators note a particular sub-system always over or under-estimate a particular value. But once at the level that such errors are detectable to a human operator, the underlying cause is often significant. The ability to use the operational data to check accuracies and minimise errors is the goal of this work. A further benefit is the early detection of erroneous data (prior to ingestion) and start to identify the cause of that error. In a similar manner to GNSS systems, SST is vulnerable to spoofing and other data manipulation attacks that could render its functionality useless.

The use of calibration spheres, laser ranging systems and contemporaneous observation has served SST system reasonably well for its early evolution, especially within national systems. But the move to a more integrated approach to a more broadly federated international level of collaboration raises more questions about calibration between such diverse and different systems. Hence this study is tasked to look at the issue and examine method to mitigate both risks and errors.

The inclusion of additional data streams (eg. space weather and object attitude) is not the intent of this study. While such ideas could improve accuracy, this study is concerned with operating existing assets more accurately and detection, minimising and correcting errors that occur in the system through improved methods – whatever the underlying cause of those errors.

Requirement

Study Technical Requirements

SOW_T1-11_001 The study shall define a baseline SST architecture for the study related to the existing EU SST system, with agreed and representative values for sensor performance and processing.

The EU SST system is still being developed and the final architecture is yet to be established. The intent of this requirement is to select a set of architectural elements (sensors and processing) characteristics of a possible final EU system design in 2020 that is technically representative for the purposes of error definitions and calibration assessments. The values do not have to be absolutely accurate as many

operators will not divulge their details, but the values must be representative so that later analysis is reasonably scaled and the major error contributors confidently identified (and mitigated).

SOW_T1-11_002 The study shall identify typical errors associated with sensors and each step in processing from Sensor to output products and characterise these to identify the major and most correctable contributors.

The values do not have to be absolutely accurate as many operators will not divulge their details, but the values must be representative so that later analysis is reasonably scaled. Operational experience to quote realistic values, validity and accuracy would be helpful.

SOW_T1-11_003 The analysis shall define an agreed population of space objects against which to consider the predictive errors.

This may be a very small set of representative objects, as the core issue is less about re-visit etc but about the possibilities of co-observation, sequential observation etc of key objects and understanding the other external forces on the objects. The postulation of dedicated and more sophisticated calibration objects in space is in-scope.

SOW_T1-11_004 The study shall define calibration and error detection, reduction and correction strategies at any appropriate level.

While many existing techniques are well known and applied to systems during design or installation, these should be considered alongside a systematic approach to uncover new correction & detection opportunities. This is NOT about bit-level error detection & correction; this is concerned with high-level errors in the data.

SOW_T1-11_005 The study shall consider current and future calibration techniques where appropriate to improve overall product accuracy; this may include specialised objects in space.

The community has used calibration spheres for many years, the adoption of more sophisticated units and such units in other orbits should be considered.

SOW_T1-11_006 The study shall identify practical and representative interfaces between sensors, processing facilities and Operations Centres that could be used to task, coordinate and receive calibration data.

The error reduction and calibration techniques identified by the study may imply additional data sharing and coordination activities between sensors and centralised processing, archive and tasking facility (which has been described as a NOC in related SST studies). These should be identified at a functional level to enable a clear assessment of their impact on partner systems.

SOW_T1-11_007 The study shall conduct a trade-off of techniques based on agreed trade-off criteria.

The trade-off should include technical and programmatic criteria (including vRoM costs). The intention being to avoid schemes and ideas that are prohibitively expensive, while understanding the cost-benefit of achievable ideas.

SOW_T1-11_008 The top 3 techniques (or groups of techniques) shall be modelled to quantify their functionality and performance improvement.

The Contractor is free to model more options, but the expectation is that selected techniques (applied singularly or in combination) will have a quantifiable and positive effect on object location prediction.

SOW_T1-11_009 Issues and blockages to adoption across the EU SST system shall be identified and mitigation ideas presented.

New ideas can be difficult to present to other teams, these issues should be considered and ideas presented to persuade other participants of engagement. This may favour techniques that create mutual benefit for all involved.

SOW_T1-11_010 A Roadmap shall be defined to enable other EU SST partners to understand the advantages and their roles within an improved calibration approach, to help inform the wider EU SST community (and international partners) of possibilities and actions.

Linked to overcoming the blockages, a roadmap should consider how these could be taken forward, including demonstrations, prototypes, new equipment, processing etc., along with vRoM cost profiles, realistic schedules and technical benefits/performance improvements.

SOW_T1-11_011 Generic security threats to the system shall be out of scope.

The study should simply consider the effect of observational and processing errors as they occur. The study is not concerned with attack vectors and security mitigation actions that minimise deliberate actions, but where a technique provides additional resilience, this should be highlighted..

SOW_T1-11_012 The boundaries, constraints and assumptions associated with the study shall be reviewed and agreed at a Kick-Off Meeting.

It is important that the direction and depth of analysis is clear to the Contractor before the study starts in order to manage expectations of everyone concerned.

SOW_T1-11_013 The Contractor shall hold a Mid-Term Review Meeting to present progress, make informed suggestions, identify bottlenecks and any other issues for agreement with STFC.

The timing of this will be agreed to ensure sufficient work has been completed to understand the issues but allow enough time for redirection should that be necessary. This will include an outline of the final report to ensure a common understanding of its scope and content.

SOW_T1-11_014 The Contractor shall hold a Final Review Meeting to present the final results and recommendations.

Study Plan

The contractor is encouraged to submit a Study Plan for the project, including Gantt charts and milestones, consistent with the overall timeframe assumed for the study. An example is shown below (**for information only**).

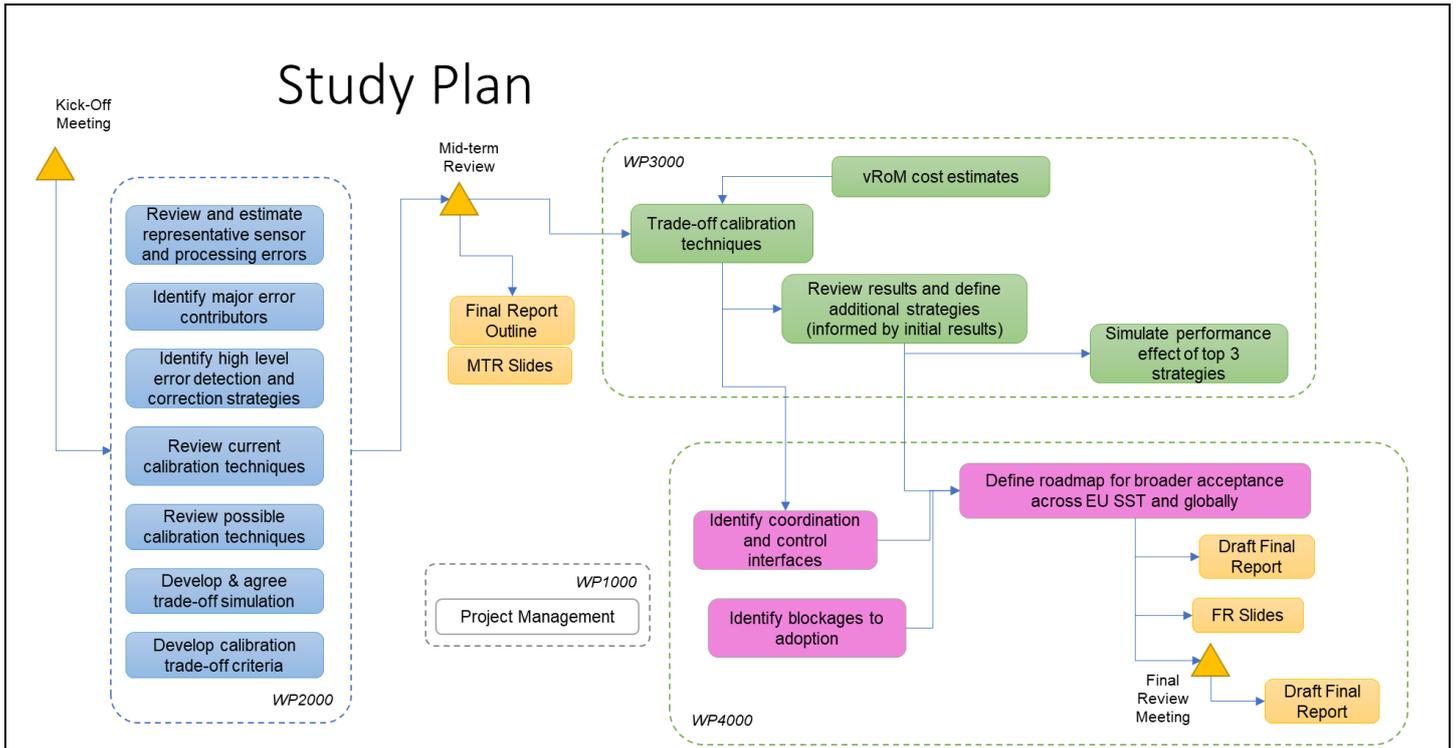


Figure 1. Suggested Study Plan (logic)

Work Breakdown Structure

STFC notes the external dependency on the provision of information on EU SST sensors and processing systems. A copy of the current Sensor Almanac will be supplied as CFI to the contractor. Estimates of centralised processing, archive and tasking facility (which has been described as a NOC in related studies) with processing techniques, accuracies, latencies etc. shall be provided by the Contractor based on their knowledge and experience.

Other activities, such as agreeing metrics and criteria, are expected to be resolved with input from STFC and will be addressed at progress meetings.

Scope

Scope

To consider calibration and other error reduction techniques for the sensor measurements and output products of a nominal EU SST system operating in a standalone mode (i.e. without reliance on the US or other global systems). Links to and alignment with other global systems may be considered in-scope to help use their data and better share data products, but should not be a driver for the study.

The schedule is necessarily compressed to meet wider EU SST expectations. With a start at the beginning of August, completion is expected on the 29th of October 2019.

Close coordination is maintained through a series of Coordination Meetings and regular telecoms. However, alternative approaches are welcome if they can deliver similar outcomes (within the schedule, cost and risk).

Out of Scope

Any political or strategic negotiations with the EU Member States (France, Germany, Spain and Italy) or with DG Growth (http://ec.europa.eu/growth/index_en) are excluded from this contract.

Timetable

Deliverables and Key Milestones

Deliverable ID	Deliverable/Milestone	Deliverable submission deadline	Payment
MS1_KO	Kick-Off Meeting (KOM)	09/08/2019	
STFC_D1	MTR: Final Report <i>Outline</i>	09/09/2019	
STFC_D2	Mid-Term Review Meeting Slides	09/09/2019	
MS1_MTRM	Mid-term Review Meeting (MTRM)	16/09/2019	50%
STFC_D3	Final Review Meeting Slides	15/10/2019	
STFC_D4	Draft Final Report	15/10/2019	
MS2_FRM	Final Review Meeting (FRM)	22/10/2019	
STFC_D5	Final Report (based on the outline D1 covering the assumptions, discussions and documentation associated with the Mid-Term review, and with the Final Review slides and comments from that review)	29/10/2019	50%

Payments: Payments will be made on reaching the highlighted milestones/acceptance of the highlighted deliverables. Invoices to be accompanied by short reports. The deliverables will be reviewed by the STFC technical team and deemed acceptable or a defined list of improvements and updates with an agreed timescale will be provided to bring the deliverables to the required standards.

Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ($5+5+6=16\div3=5.33$))

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL3.12	Cyber Essentials
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms – Part 1
Commercial	AW4.2	Contract Terms – Part 2
Price	AW5.1	Maximum Budget
Quality	AW6.1	Compliance to the Specification
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.			
Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	10%
Quality	PROJ1.1	Methodology and Technical Challenges	45%
Quality	PROJ1.2	Project Plan and Resource	45%

Evaluation of criteria

Non-Price elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation: Score/Total Points available multiplied by 20 ($60/100 \times 20 = 12$)

Where an evaluation criterion is worth 10% then the 0-100 score achieved will be multiplied by 10.

Example if a Bidder scores 60 from the available 100 points this will equate to 6% by using the following calculation: Score/Total Points available multiplied by 10 ($60/100 \times 10 = 6$)

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

Your final score will $(60+60+40+40) \div 4 = 50$

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.
All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

For example - Bid 1 £100,000 scores 100.

Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80

Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.

Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.

Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.

Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: $\text{Score/Total Points multiplied by 50}$ ($80/100 \times 50 = 40$)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

Section 6 – Evaluation questionnaire

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire**.

Guidance on completion of the questionnaire is available at
<http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

What makes a good bid – some simple do's 😊

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically we will release the answer to the question to all bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who your customer is and what they want – a generic answer does not necessarily meet every customer's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear and concise contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

What makes a good bid – some simple do not's 🚫

DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Customer to discuss your Bid. If your Bid requires clarification the Buyer will contact you.
- 7.16 Do not contact any UK SBS staff or Customer staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or Customer staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of UK SBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.34 Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.
- 7.38 Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In

the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.

- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, UK SBS may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to UK SBS during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

- 7.41 From 2nd April 2014 the Government is introducing its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC from 2nd April 2014. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

UK SBS reserves the right to amend any security related term or condition of the draft contract accompanying this ITQ to reflect any changes introduced by the GSC. In particular where this ITQ is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the procurement process and/or any contracts awarded to you as a result of the procurement process.

USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)